



Position Description

Position Title:	CoC Case Manager	Department:	Strategic Initiatives
Reports to:	CoC Coordinator	Employment Status:	Full-Time
FLSA Status:	Exempt	Date Created:	February 2020

Summary

The primary purpose of this position is to perform tasks including planning, developing, implementing, maintaining, evaluating, and overseeing programs designed to increase the economic self-sufficiency of low-income families and thereby reduce their need for subsidized programs and services. This incumbent is responsible for outreach activities to prospective community members.

All activities must support Columbia Housing's ("CH") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Conducts assessments with prospective participants to determine program eligibility, identify service needs and barriers to the achievement of self-sufficiency, develop individual training/service plans with participants, and make referrals or linkages to community agencies to resolve barriers
- Maintains monthly face to face contact with participants, and conducts home visits, to counsel participants on areas of employment, education, service needs, financial management, and other services.
- Coordinates and conducts monthly workshops and programs with focus on life skills that will help participants achieve self-sufficiency.
- Works with staff, public and private community agencies to recruit participants for the assigned resident service program(s).
- Organizes and conducts meetings to inform interested and/or selected participants about assigned program goals and objectives.
- Works as a member of the case management team and makes appropriate referrals to community agencies and develops collaborative relationships. Maintains contact with community agencies for the provision of services for participants and assists program participants in accessing appropriate public or private community agencies to obtain specialized types of assistance.
- Provides program participants with support and/or makes referrals or linkages to community agencies to resolve barriers to achieving self-sufficiency (e.g., counseling in life skills areas including parenting, employment, education, financial management, and accessing public assistance).
- Participates in System of Care networking or staffing throughout the community. Crisis intervention, safety planning, and conflict resolution.
- Collaborates with CH Staff to provide consultation, support, and crisis intervention services, as needed.
- Calculates escrow accounts for qualified program participants; monitors, approves, denies, and/or processes interim and final escrow disbursements.
- Maintains case files, completes monthly reporting, documents services provided, and tracks client progress.



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- Responds timely to calls, written requests, and e-mails from participants, service providers, and other authorized agencies and representatives to answer questions, and provide information and assistance as appropriate.
- Ensures privacy and maintains the security of confidential materials pertaining to program activities and participants.
- Accountable for consistent adherence to strong CH standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of CH materials, supplies, resources, and other assets.
- Performs other duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the CH. Uses appropriate judgment & decision making in accordance with level of responsibility.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Job Competencies

- Knowledge of the general operations and procedures of a Public Housing CH (PHA).
- Knowledge of the local, state, and federal laws governing public and other subsidized housing programs, landlord/tenant regulations, leasing of property and evictions.
- Knowledge of community/social services available locally and through local, state, and federal agencies and/or funding sources.



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- Knowledge of social trends and economic conditions and their application to overall community service programs, and knowledge of the sources and availability of information relating to social services with the ability to secure the confidence and cooperation of other public agencies.
- Knowledge of assisted housing activities and operations at the federal, state, and local levels in both the public and private sectors.
- Ability to understand, act on, and interpret policies, regulations, and procedures as set forth by the Housing CH and/or HUD.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials; ability to communicate with people from a broad range of socio-economic backgrounds.
- Ability to perform essential job functions in an environment that will often include increased levels of work-related stress.
- Ability to work well under pressure and in group problem-solving situations; uses reasoning when dealing with emotional topics.

Education and/or Experience

Bachelor's Degree in Social Work, Human Services, or related field and a minimum of two (2) years of experience providing social services to clients in a housing CH or social services organization. An equivalent combination of education and experience may be considered.

Some positions may require possession of a valid driver's license and the ability to be insurable under the CH's automobile insurance plan at the standard rate.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The position requires the availability to work outside of the established CH working hours.



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This position is considered “safety sensitive” and is subject to random testing.

Office environment. The noise level in the work environment is moderate.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]